

## POSITION DESCRIPTION

**Preparation Date:**

**File Name:** PD for IHSS Prj. Mgr.

**Position Incumbent:**

**Position Number:**

**Class Range ID:**

**Working Title:** IHSS / CMIPS Project Manager

### Position Overview Narrative

Under the general direction of the California Health and Human Services Agency Data Center's Deputy Director, Natomas Park Project Office, the incumbent acts as Project Manager for the In-Home Support Services / Case Management Information and Payrolling System (IHSS / CMIPS) project. The incumbent is responsible for complex tasks related to the planning, procurement, development, and implementation phases of the IHSS / CMIPS project, as well as project funding and approval activities. Responsibilities also require developing and maintaining effective working relationships with, and ensuring interests are met for a diverse group of stakeholders involved in this highly-complex project environment. Stakeholders include: federal agencies; state departments (California Health and Human Services Agency, Departments of Health Services and Social Services, Department of Information Technology), county welfare departments and others.

**Criticality:**

- (U) Uncertain. Value added unknown or undetermined.
- (M) Moderate. Satisfactory completion of this task increases the probability of customer satisfaction.
- (C) Crucial. Satisfactory completion of this task is essential to producing customer satisfaction.

1. Task Description	Criticality	Percent of Time	Tactical Plan ID
<b>Conduct business activities in a professional manner that leads to superior customer satisfaction. The following KSABs apply to all tasks performed to deliver services to meet or exceed expectations.</b>	<b>C</b>	<b>100%</b>	

**Proficiency:**

- (N). None. No minimum entry level of the KSABs required.
- (F) Familiar. The individual has general understanding of the application or concept.
- (P) Proficient. Individual acts independently in application of PDCAS cycle.
- (E) Expert. Sufficiently knowledgeable to impart knowledge to others.

Proficiency should be indicated for two points of time:

(MEL) Minimum entry level. Minimum acceptable KSAB necessary.

(FDL) Fully developed level. Individual will have been trained in the process and has demonstrated KSAB proficiency.

Related Knowledge, Skills, Abilities, Behaviors	Proficiency	
	MEL	FDL
1. Knowledge of the California Health and Human Services Agency Data Center's (HHSDC) Mission, Vision, and Quality Culture.	N	P
2. Knowledge of problem solving techniques to identify the sources and causes of problems.	P	P
3. Knowledge of IHSS / CMIPS project policies and overall project objectives.	N	E
4. Skill in analyzing information and situations to provide creative and effective solutions.	P	E
5. Skill in the use of office automation products (e.g., Word, Excel, e-mail).	P	P
6. Skill in verbal and written communication.	P	P
7. Skill in facilitating meetings.	P	P
8. Skill in negotiating positions.	P	E
9. Ability to manage conflicting workload demands as well as prioritize, plan, organize, coordinate, monitor, and follow up on workload.	P	E
10. Ability to work effectively and quickly under pressure and tight time frames.	P	E
11. Ability to interact effectively with Natomas Park Project Office staff, HHSDC, and customer department staff to gather/disseminate information, ask/respond to questions, determine needs and resolve issues.	P	E
12. Ability to solve problems and make decisions independently.	P	P
13. Ability to maintain a positive attitude when under pressure.	P	P
14. Ability to work independently or with others in a team environment.	P	P
15. Ability to remain flexible in the face of changing priorities and changing customer needs.	P	P

2. Task Description	Criticality	Percent of Time	Tactical Plan ID
<b>Provide project leadership, management and direction to professional and consultant staff to ensure project objectives, policies, strategies and management tasks are accomplished and the project remains on time within budget.</b>	C	20%	

Related Knowledge, Skills, Abilities, Behaviors	Proficiency	
	MEL	FDL
1. Knowledge of project management and leadership principles.	P	P
2. Knowledge of team building techniques.	P	P
3. Knowledge of system development lifecycle phases.	P	P
4. Skill in managing system acquisition and/or application development projects.	P	P

5. Skill in performing organizational and project planning tasks.	P	P
6. Ability to manage complexity and continuous change.	P	E
7. Ability to empower through leadership principles and resolution of issues.	P	P
8. Ability to cooperatively unite through daily issues.	P	P
9. Ability to identify, prioritize, delegate and monitor project tasks.	P	E
10. Ability to recognize and encourage valuable input.	P	P

3. Task Description	Criticality	Percent of Time	Tactical Plan ID
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<b>Lead communication of and presentations of IHSS / CMIPS project information to IHSS / CMIPS project stakeholders at all levels of federal, state, county, public and vendor organizations.</b>	C	15%	
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Related Knowledge, Skills, Abilities, Behaviors	Proficiency MEL	Proficiency FDL
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1. Knowledge of IHSS / CMIPS project stakeholders.	N	E
2. Knowledge of IHSS / CMIPS project status.	N	E
3. Knowledge of IHSS / CMIPS project issues.	N	E
4. Knowledge of effective presentation techniques, including multi-media technology.	P	P
5. Skill at presentation development and delivery.	P	P
6. Ability to effectively present IHSS / CMIPS project information appropriately geared for the project stakeholder audience.	P	P
7. Ability to persuade, convince, and develop confidence among project stakeholders.	P	E
8. Ability to be flexible able to adjust presentations where necessary.	P	P
9. Ability to demonstrate interest in customer satisfaction.	P	P
10. Ability to demonstrate good listening and communication skills.	P	P
11. Ability to demonstrate confidence.	P	P

4. Task Description	Criticality	Percent of Time	Tactical Plan ID
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<b>Participate in IHSS / CMIPS policy development, and direct and participate in the resolution of statewide IHSS / CMIPS technical policy issues of significant criticality and ensure appropriate identification, documentation and timely resolution of statewide issues.</b>	C	15%	
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Related Knowledge, Skills, Abilities, Behaviors	Proficiency	
	MEL	FDL
1. Knowledge of where a need for change in policy exists or a new policy is needed.	N	E
2. Skill in directing others.	P	P
3. Skill in developing partnerships.	P	E
4. Ability to develop/obtain consensus on policy direction that will ensure Continuation of the project planning, procurement and development of the project.	P	E
5. Ability to remain calm in stressful situations.	P	P
6. Ability to be timely in responding to policy needs.	P	P
7. Ability to accept new ideas, and use whatever is appropriate.	P	P
8. Ability to accept criticism, and change wherever appropriate.	P	P
9. Ability to view all points as important, and deal with it appropriately.	P	E

5. Task Description	Criticality	Percent of Time	Tactical Plan ID
<b>Direct the development of the IHSS / CMIPS project's Request for Proposal (RFP) through management and coordination of input from several stakeholder workgroups, advisory groups and executive committee.</b>	C	20%	

Related Knowledge, Skills, Abilities, Behaviors	Proficiency	
	MEL	FDL
1. Knowledge of federal procurement requirements.	N	P
2. Knowledge of California procurement practices and requirements.	F	P
3. Knowledge of the Public Contract Code.	F	P
4. Knowledge of IHSS / CMIPS project objectives, policies, and strategies.	N	E
5. Skill in creative thinking.	P	P
6. Skill in managing system acquisition and/or application development projects.	P	E
7. Skill in directing others.	P	P
8. Skill in developing partnerships.	P	E
9. Ability to manage complexity and continuous change.	P	E
10. Ability to manage diverse interests and reconcile into California's business needs.	P	P
11. Ability to manage to the procurement schedule.	P	E

6. Task Description	Criticality	Percent of Time	Tactical Plan ID
<b>Manage and participate in the development of project funding policies and strategies leading to the development of project funding documents, and manage development of project funding documents.</b>	<b>C</b>	<b>10%</b>	

Related Knowledge, Skills, Abilities, Behaviors	Proficiency MEL	FDL
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1. Knowledge of state control agencies' project approval processes and requirements.	<b>F</b>	<b>P</b>
2. Knowledge of federal control agencies' project approval processes and requirements.	<b>N</b>	<b>P</b>
3. Skill in directing others.	<b>P</b>	<b>P</b>
4. Skill in developing partnerships.	<b>P</b>	<b>E</b>
5. Skill in creative thinking.	<b>P</b>	<b>P</b>
6. Ability to address multiple issues concurrently.	<b>P</b>	<b>P</b>
7. Ability to balance the needs of multiple project partners.	<b>P</b>	<b>E</b>
8. Ability to build and maintain sound working relationships.	<b>P</b>	<b>E</b>

7. Task Description	Criticality	Percent of Time	Tactical Plan ID
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<b>Work closely with counties to develop statewide implementation schedule and direct the development of the statewide implementation strategy for use in the RFP, project-funding documents and for use by counties to develop their implementation plans.</b>	<b>C</b>	<b>10%</b>	
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Related Knowledge, Skills, Abilities, Behaviors	Proficiency MEL	FDL
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1. Knowledge of changing circumstances with project partners' environment.	<b>N</b>	<b>P</b>
2. Knowledge of county welfare department's organization and operations.	<b>N</b>	<b>P</b>
3. Skill in creative thinking.	<b>P</b>	<b>P</b>
4. Skill in managing system acquisition and/or application development projects.	<b>P</b>	<b>E</b>
5. Skill in directing others.	<b>P</b>	<b>P</b>
6. Skill in developing partnerships.	<b>P</b>	<b>E</b>
7. Ability to build and maintain sound working relationships.	<b>P</b>	<b>E</b>
8. Ability to balance the needs of multiple project partners.	<b>P</b>	<b>E</b>

8. Task Description	Criticality	Percent of Time	Tactical Plan ID
<b>Maintain Project Fiscal Integrity – continuously assess project’s fiscal needs versus project resources and proactively develop and implement budgetary action to assure effective use of resources and sufficient funding for project success.</b>	<b>C</b>	<b>10%</b>	

Related Knowledge, Skills, Abilities, Behaviors	Proficiency	
	MEL	FDL
1. Knowledge project scope, strategies, tasks, critical milestones, and schedule.	<b>N</b>	<b>E</b>
2. Ability to think strategically.	<b>P</b>	<b>P</b>
3. Ability to think tactically.	<b>P</b>	<b>P</b>
4. Ability to adapt management practices to varying situations.	<b>P</b>	<b>E</b>
5. Knowledge of organizational and team building techniques.	<b>P</b>	<b>E</b>
6. Knowledge of the state budgetary cycles to assure compliance.	<b>F</b>	<b>P</b>
7. Ability to build shared vision of information technology contributions to staff and customers.	<b>P</b>	<b>E</b>
8. Ability to provide sound fiscal management principles to management of the IHSS / CMIPS project.	<b>P</b>	<b>E</b>